

paragraph

Annual Report March 2016

Introduction

A brief overview of the nature of the Regulated Entity, including for example brief details of its history and current structure, and the nature of its publications, including its circulation area or audience.

Paragraph Publishing Ltd publish drinks and travel magazines and web sites and host awards and events throughout the world.

A list of the publisher's titles/products.

Annuals

- World's Best Beers
- World's Best Spirits

Magazines

- Scotland Magazine
- Whisky Magazine (English, French, Cantonese, Mandarin and Japanese – online)

Books

- Microbrewers' Handbook
- Whisky Tastings Journal

Events

- Scottish Hotel Awards Dinner
- Whiskies & Spirits Conference
- Whisky Live
- Whisky Magazine Awards Dinner
- World Drinks Awards Lunch

Awards

- Independent Bottlers' Challenge
- Scottish Hotel Awards
- World Beer Awards
- World Drinks Awards
- World Whiskies Awards

Web sites

- www.paragraphpublishing.com
- www.scotlandmag.com
- www.scottishhotelawards.com
- www.thedrinksreport.com
- www.whiskylive.com
- www.whiskymag.com
- www.worlddrinksawards.com

The name of the publisher's responsible person

Damian Riley-Smith

Our editorial standards

An overview of the publisher's approach to editorial standards

While we have a small editorial team (three full-time members of the team) and two designers, they are all involved in the following:

- Annual strategy meeting

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- Annual review of contributors terms and conditions
- Issue by issue planning meeting
- Issue by issue post-publication review
- Company handbook focus on reader and customer care and understanding to respond to any reader or customer complaint swiftly and comprehensively

A discussion of the publisher's approach to seeking editorial guidance from IPSO: generally, in what circumstances would it seek/has it sought guidance from IPSO?

We have reviewed the IPSO approach to a Complaints and Amends Policy and implemented best practices

A discussion of the publisher's approach to the verification of stories, perhaps drawing from typical examples of stories it has published over the relevant period to demonstrate the standards it expects from its journalists

All contributors receive the Paragraph terms and conditions and are expected to have reviewed and confirmed their stories. Our Content Manager and Contributing Editors are expected to check all facts during the sub-editing process.

Our complaints-handling process

Details of how the publisher handles editorial complaints, if any, including:

In what forms it accepts editorial complaints:

Any form is accepted

Who handles editorial complaints internally

Any complaint is always handled by the managing editor of the relevant publication in the first instance, with the approval of the publisher prior to reader / customer communication

What records it keeps of editorial complaints and their outcomes

We keep email and paper records as they occur

How it seeks to resolve editorial complaints

Our Company Handbook states "Our success depends on the service we offer our customers." We must always work to answer their needs; their calls, their questions, their letters, their orders. This can only be achieved by observing and developing our key principles which are to.

- Do the worst first.
- Never assume.
- Always treat customer enquiries as a matter of priority.
- Always reply to letters / emails within 48 hours.
- Always return phone calls within 12 hours.
- Satisfy the customer - always give them the product they require, at a consistently high quality, at good value and on time.
- Always remember the customer – our readers and advertisers – make our business work.
- Databases are only as good as the information put in to them and you must always keep the databases up to date.

What information it provides to readers, and where, about its internal process for editorial complaints and IPSO's complaints process.

- Printed and digital magazines on flannel panel or imprint page – text to be displayed:
Paragraph Publishing abides by the Independent Press Standards Organisation (IPSO) rules and regulations as detailed in 'The Editor's Code of Practice'. To make a formal complaint about editorial content, please contact editorial@xxxxxxxxxx.com
- Online – 'complaints' link in footer navigation detailing the following complaints policy:
Paragraph Publishing abides by the Independent Press Standards Organisation (IPSO) rules and regulations as detailed in 'The Editor's Code of Practice'.

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Our training process

Details of any training programmes the publisher has run in the relevant period, including perhaps relevant materials

- Social media training

Confirmation of what proportion of staff have undergone the training programme, if known

All

Details of any plans for further training, if any

New editorial staff joining before year-end will be trained as follows:

- Internal training
- Commissioning process
- Digital edition production
- Email content
- Subbing/proofing: use of In-Design
- Web content and management
- Writing

External training

- Introduction to sub-editing and commissioning
- Social media content

Our record on compliance

Details of any complaints against the publisher which have been ruled on by IPSO's Complaints Committee over the period;

None

Details of the steps taken to respond to any adverse adjudications by IPSO over the period;

None

Details of any other incidents in relation to which the publisher accepted that it had breached the Editors' Code, or which otherwise raised significant concerns about compliance with the Editors' Code over the period, and details of the steps taken to remedy these concerns.

None